

## Kammy Darweish

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I am a hands-on Facilities Co-ordinator (Deputy/Assistant Facilities Manager) with excellent communication and people skills, who always emphasises a team culture of 'Never Saying No' to internal customers.

### Training / Certification

Associate Member of BIFM (British Institute of Facilities Management).

CAFM (Computer Aided Facilities Management) software:

- Concept Evolution v4.4.x.x (multiple versions) including Integrated Services Module (2015).

Health & Safety:

- IOSH Managing Safely (2013).
- Fire Awareness (2008).
- Fire Procedures - Appliances (2008).
- Emergency Evacuation Planning (2008).

IT:

- City & Guilds Level 1 Certificate (ITQ) – IT Productivity, IT Fundamentals, PowerPoint, Excel, Word (2014).
- ice Contact Centre for Microsoft Lync (2015).

Other:

- City & Guilds Extended Award in Employability Skills – 3 modules including Coping with Change (2015).
- Diversity Awareness Training (2009).
- Customer Care & Communication (2009).

### Employment History

**Oct 2015 – March 2016** Amey @ Tri-Borough Shared Services – **Facilities Management Service Desk Operator**

Reporting to: Line Manager @ Amey.

Repeat Employment. One contract extension.

Tri-Borough Shared Services was created to combine Service Provision for Chelsea & Kensington, Westminster, and Hammersmith & Fulham Councils. The Tri-Borough Facilities Management Service Desk has since expanded to also provide Facilities Management Services to additional Boroughs, including: Bexley, Waltham Forest & Haringey.

Responsible for End to End Facilities Service Desk Operation supporting 1,000+ sites across 6 Boroughs. (Sites included: Local Government offices, Libraries, Hospitals, Care Homes, Nurseries, Schools, & Depots).

- Concept Evolution CAFM system:
  - logging Issues/Incidents, Setting up Tasks, Tracking progress, Updating Tasks, Closing Tasks
- ice Contact Centre for Microsoft Lync:
  - taking customer calls, responding to emails, calling suppliers
  - informing Customers of progress (email/telephone), chasing up Suppliers
- Supporting new starters and other colleagues with process & technical queries
- Originally hired as Long-Term Sickness cover (able to hit ground running), contract extended whilst other temporary colleagues released from their contracts.

Received very positive feedback from Overall Service Desk Manager and Recruitment Agency.

**March 2014 – Sept 2015 Acting Contracts.**

BBC, Shakespeare's Globe Theatre, Channel 4, Thumbs Up Productions and Ambassador Theatre Group.

**April 2013 – Nov 2013 Public Health England – Facilities Management Project Co-ordinator.**

Reported to: Programme Manager and The Head of Estates and Facilities.

Repeat Employment. Two contract extensions.

Assisted in the delivery of various Facilities Projects, managing workstreams and co-ordinating staff at multiple sites, during the transitional stage from The Health Protection Agency (HPA) to Public Health England (PHE):

- Assisted and co-ordinated multiple re-locations of specialist teams within the main London sites.
- Surveyed/reviewed desk occupancy at the main London site in preparation for a new space saving project.
- Took over responsibility for managing the weekly snagging reports for the new London HQ.
- Member of the PHE/EMCOR quarterly review group that assessed the progress of works.
- Organised meetings to successfully smooth out Issues between PHE Depts and 3<sup>rd</sup> party Design Company.

**Jan 2013 – August 2013 Public Health England – Facilities Management Project Co-ordinator.**

Reported to: PHE Property Manager and The Head of Estates and Facilities.

Repeat Employment. One contract extension.

Assisted in the analysis and strategic development of historic and future facilities management contracts for multiple Sender Body sites, during the transitional stage from The Health Protection Agency (HPA) to Public Health England (PHE). Responsible to ensure that site data was complete enough to support Management Decision making within the Estates & Facilities projects:

- Reviewed the existing site data to ascertain if detailed data was fit for purpose.
- Where necessary, investigated/acquired additional data for each site (telephone/email).
- Visited key sites where there was little or no data, to acquire/confirm data.
- Helped prepare multiple reports of site data to support Senior Management decision-making.
- Liaised with the Strategy Working Group re: the progress/status of the data acquisition.
- Assessed existing Landlord contractual obligations and levels of fulfilment for multiple new sender body properties introduced into the PHE.

**June 2012 – Aug 2012 Caatalyst Profit Recovery Specialists - Recovery Support Administrator.**

Reported to: Managing Director.

Repeat Employment as had previously worked for Caatalyst – asked back by MD.

Team member working on projects to reclaim monies for Blue Chip clients, work included:

- Recovered unclaimed duplications and credit notes.
- Telephone requisition of statements.
- Analysis and input of data.

**June 2010 – Jan 2012 Acting Contracts.**

Scottish Television, Royal National Theatre, Royal Shakespeare Company and EON Productions.

**Aug 2008 – April 2010 NHS: National Patients Safety Agency – Deputy Business & Facilities Manager.**

Reported to: Finance Director & Facilities Manager.

Repeat Employment – asked back by Facilities Manager. Six contract extensions and excellent references.

Responsible for All Facilities Operations at HQ site for 280 users / 200 desks:

- Managed day-to-day Facilities functions for the HQ Building. In charge of Reception, 24/7 Security, Health & Safety Assessments, Hospitality and Maintenance.
- Managed 5 permanent staff consisting of Reception, Security, Hospitality and Facilities.
- Managed all temporary facilities staff and all external contractors.
- Managed all planned events via preparation of internal/external office environments and all related Hospitality.
- Organised the setting up of meeting rooms (internal & external).
- Lead Facilities Contact for all internal office moves; in charge of negotiating furniture contracts and management of external contractors.
- Responsible for all non-strategic facilities projects (both internal & external project resource).

- Member of Corporate Vision & Values project team, (identifying & evaluating initiatives to enhance the company ethos and engender more effective internal communication).
- Responsible for procurement and supply of all office stationery and catering.
- All Facilities Procurement - technical approval only.
- Deputising for Facilities Manager in her absence.
- On Call 24/7 and weekend & un-social hours working.
- Master of Ceremonies for Corporate Events - c.200 attendees.

**May 2008 – July 2008 Acting Contracts.**

Various Film, Internet and Television.

**Oct 2007 – April 2008 NHS: National Patients Safety Agency – Relocation Co-ordinator.**

Reported to: IT Manager and Facilities Manager.

Repeat Employment. Three contract extensions and excellent references.

Project Resource for Re-location and Inventory projects, work included:

- Organising the relocation of staff, office equipment and archives.
- Managed inventory of IT equipment, re-organisation of off-site storage, aiding disposal of redundant IT equipment to third-party removers.

**April 2006 – Oct 2007 EMAP Communications - Assistant Facilities Manager.**

Repeat Employment – asked back by Facilities Manager.

Employed directly by EMAP as Assistant Facilities Manager to be responsible for two London offices:

WGSN office: 150 users, and EMAP-Construct office: 300 users.

Additionally tasked as project representative for the EMAP Consolidation of Premises project, relocating staff and ultimately closing down the two buildings (WGSN & EMAP-Construct).

Project duties included:

- On-site Representative of the Project - first point of contact for all staff.
- Managed internal teams, external removers, and external archivists.
- Achieved the re-building of the relationship between local office staff and Premises project.
- Organised the Relocation of all staff, office equipment and archives to new office.
- Managed Closure of both buildings in readiness for hand-back to landlords.

**June 2004 – Jan 2006 EMAP Communications – Assistant Post Room Manager.**

Multiple temporary contracts – assisted and managed Post Room activities for three EMAP sites.

**Feb 2004 – May 2004 Catalyst Profit Recovery Specialists - Recovery Support Administrator.**

Reported to: Managing Director.

Team member working on projects to reclaim monies for Blue Chip clients:

- Recovery of unclaimed duplications and credit notes.
- Telephone requisitions of statements.
- Analysis and data input.

**Dec 2002 – Dec 2003 Acting Contracts. Royal Shakespeare Company.**

**May 2002 – Nov 2002 Mercedes-Benz of Chelsea - Purchase Ledger Assistant.**

- Coding, posting, reconciliation and credit control.

**2001 - 2002 Houses Of Parliament – Administrator.**

- Administration and data input for the Members of Parliament staffing sector.

**2000 - 2001 Clay Technical Services Ltd – Accounts Administrator.**

Reported to: Managing Director.

Establishment of the accounts function for a small technical services business:

- Bank reconciliation.
- Processing of sales & purchase invoices.
- General administration.
- Bought Ledger, Sales Ledger and Credit Control.

**1997 - 2000 Rodney Fitch and Company - Bought Ledger Manager.**

Reported to: Financial Controller.

Responsible for all Bought Ledger activities for famous Brand & Design Agency:

- Coded, posted and paid large volumes of project/overhead invoices.
- Processed employee business expenses, Accounted for petty cash.
- Reconciled supplier statements.

**Computer Skills**

PC Literate and familiar with many business software products, including:

- Concept Evolution 4.4.x.x (multiple versions) including Integrated Services Module.
- ice Talk for Microsoft Lync.
- Agresso 5.5 Accounting & Business Management solution (Modules: Requisitions, GRN, New Supplier).
- Other Accounting software: Rebus. Sage 50.
- Windows 10 / 8.1 / 7 / Vista / XP, Microsoft Word (30 WPM), Microsoft Excel, Microsoft PowerPoint.
- PC Assembly/Deployment, IT Asset Inventory, IT Asset Disposal.

**Education**

1983 - 1986 Arts Educational, London: Three year Diploma in Drama.

1981 - 1983 Highbury College of Technology, London: Two year Diploma in Drama & Costume.

1976 - 1980 Priory School, Portsmouth: CSE Grade 1: Drama, English, History.